

WHAT IS CLAIMED IS:

1. A repair request handling method comprising:
allowing a client terminal to provide a display for
urging a selection input of information for identifying
5 each type of product as a repair object; subsequently
allowing said client terminal to display a question for
checking a trouble state of an identified repair object
product, when there is the selection input of the
information for identifying the repair object product;
10 identifying a trouble based on an answer and trouble
information stored in a trouble information database,
when there is the answer to the question from said
client terminal; calculating an estimate of a cost
required for a repair of the trouble and a date of
15 delivery by identification of the trouble; and allowing
said client terminal to display the calculated estimate
and the date of delivery and to provide a display for
allowing a client to select presence/absence of
a repair request or purchase of a new product.
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2. The repair request handling method according
to claim 1, further comprising updating the trouble
information of the trouble information database based
on the identified trouble, when the trouble is
identified.
- 25 3. The repair request handling method according
to claim 1, further comprising: allowing the client
terminal to provide a display for urging an input of

client information such as a client name, when there is a selection input of the repair request from the client terminal; and defining acceptance of the repair request, when there is the input of the predetermined
5 client information from said client terminal.

4. The repair request handling method according to claim 3, further comprising instructing collection of the repair object product from the client, when the acceptance of the repair request is defined.

10 5. The repair request handling method according to claim 4, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is identified.

15 6. The repair request handling method according to claim 3, further comprising instructing collection of the repair object product from the client and radio-transmitting money collection information to a radio mobile terminal, when the acceptance of the repair
20 request is defined.

7. The repair request handling method according to claim 6, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is
25 identified.

8. The repair request handling method according to claim 3, further comprising updating the trouble

information of the trouble information database based on the identified trouble, when the trouble is identified.

5 9. A repair request handling method comprising:
allowing a client terminal to provide a display for
urging a selection input of information for identifying
each type of product as a repair object; subsequently
allowing said client terminal to display a question for
checking a trouble state of an identified repair object
10 product, when there is the selection input of the
information for identifying the repair object product;
identifying a trouble based on an answer and trouble
information stored in a trouble information database;
when there is the answer to the question from said
15 client terminal; calculating an estimate of a cost
required for a repair of the trouble and a date of
delivery by identification of the trouble; allowing
said client terminal to display the calculated estimate
and the date of delivery and to provide a display
20 for allowing a client to select presence/absence of
a repair request or purchase of a new product; and
reading and displaying new product information of the
same product type as that of the repair object product
from a new product information database.

25 10. The repair request handling method according
to claim 9, further comprising prohibiting the new
product information from being displayed in the client

terminal, when a purchase date of the repair object product is within a predetermined period.

11. The repair request handling method according to claim 10, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is identified.

12. The repair request handling method according to claim 9, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is identified.

13. The repair request handling method according to claim 9, further comprising reading the new product information of the same price group and the same product type as those of the repair object product from the new product information database and displaying the new product information in said client terminal.

14. The repair request handling method according to claim 13, further comprising prohibiting the new product information from being displayed in the client terminal, when a purchase date of the repair object product is within a predetermined period.

15. The repair request handling method according to claim 14, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is

identified.

16. The repair request handling method according to claim 13, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is identified.

17. The repair request handling method according to claim 9, further comprising reading the new product information of the same price group of an estimated amount and the same product type as those of the repair object product from the new product information database and displaying the new product information in said client terminal.

18. The repair request handling method according to claim 17, further comprising prohibiting the new product information from being displayed in the client terminal, when a purchase date of the repair object product is within a predetermined period.

19. The repair request handling method according to claim 18, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is identified.

20. The repair request handling method according to claim 17, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is

identified.

21. A repair request handling method comprising:
allowing a client terminal to provide a display for
urging a selection input of information for identifying
5 each type of product as a repair object; subsequently
allowing said client terminal to display a question for
checking a trouble state of an identified repair object
product, when there is the selection input of the
information for identifying the repair object product;
10 identifying a trouble based on an answer and trouble
information stored in a trouble information database,
when there is the answer to the question from said
client terminal; calculating an estimate of a cost
required for a repair of the trouble and a date of
15 delivery by identification of the trouble; allowing
said client terminal to display the calculated estimate
and the date of delivery and to provide a display for
allowing a client to select presence/absence of a
repair request or purchase of a new product; allowing
20 the client terminal to provide a display for urging an
input of client information such as a client name, when
there is the selection input of the repair request from
said client terminal; defining acceptance of the repair
request, when there is the input of the predetermined
25 client information from said client terminal; or
allowing the client terminal to provide the display for
urging the input of the client information such as the

client name, when there is the selection input of the purchase of the new product from said client terminal; and defining the acceptance of the purchase of the new product, when there is the input of the predetermined
5 client information from said client terminal.

22. The repair request handling method according to claim 21, further comprising instructing collection of the repair object product from the client, when the acceptance of the repair request is defined.

10 23. The repair request handling method according to claim 22, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is identified.

15 24. The repair request handling method according to claim 21, further comprising instructing collection of the repair object product from the client and radio-transmitting money collection information to a radio mobile terminal, when the acceptance of the repair
20 request is defined.

25 25. The repair request handling method according to claim 24, further comprising updating the trouble information of the trouble information database based on the identified trouble, when the trouble is identified.

26. The repair request handling method according to claim 21, further comprising updating the trouble

information of the trouble information database based on the identified trouble, when the trouble is identified.

27. The repair request handling method according to any one of claims 1 to 26, further comprising: displaying questionnaires of a question selection system having different contents in the client terminal based on the selection input of the repair request, the selection input of unnecessary repair, or the selection input of the new product purchase; and taking answers to the questionnaires from said client terminal.

28. A repair request handling apparatus comprising: first display control means for allowing a client terminal to provide a display for urging a selection input of information for identifying each type of product as a repair object; second display control means for allowing the client terminal to display a question for checking a trouble state of an identified repair object product, when there is the selection input of the information for identifying the repair object product from said client terminal; a trouble information database in which respective types of trouble information are stored; trouble identification means for identifying a trouble based on an answer and the trouble information stored in the trouble information database, when there is the answer to the question for checking the trouble state from

said client terminal; means for calculating an estimate of a cost required for a repair of the trouble and a date of delivery based on the trouble identified by the trouble identification means; a new product information database in which respective types of new product information are stored; and third display control means for allowing said client terminal to display the calculated estimate and the date of delivery and to provide a display for allowing a client to select presence/absence of a repair request or purchase of a new product, and reading and displaying new product information of the same product type as that of the repair object product from said new product information database.